

Case Study: Express Medical Billing Advises Clients to Use MDTech to Optimize Their Healthcare Billing Management Results



Customer Overview

Express Medical Billing provides billing management services to over 90 healthcare practices and 200 providers in the United States. It once struggled to mitigate the high costs and risks of inaccuracy associated with paper-based billing methods, which sometimes included clients dropping off large stacks of paperwork with handwritten codes, diagnoses, and progress notes that were hard to decipher. They needed a HIPAA-compliant, automated solution to limit the margin of error without adding complexity for clients.

Challenge

Processing medical claims accurately and efficiently is critical for healthcare providers to remain financially strong. Error-prone administrative tasks slow reimbursement and can result in insurer denials, eroding patient trust, and a practice's bottom line. Express Medical Billing helps providers mitigate the most common causes of medical billing denials; however, its team was being slowed down by the manual processes used by its clients.

Debbie Bignall, Director of Risk Management at Express Medical Billing, recalls clients bringing in stacks of paperwork that she and her team then had to sort through, matching

up patient face sheets and deciphering handwritten codes, diagnoses, and provider notes. They wanted to automate the charge capture process and quickly review the accuracy of claims before they were submitted.

Key Takeaways

- ✓ **Paper-based, error-prone charge capture processes**
- ✓ **Optimizing the effort-to-outcome ratio**
- ✓ **Decoding handwritten codes, diagnoses or progress notes**
- ✓ **Need to ensure HIPAA-compliance**

Solution

Charge Capture powered by MDTech is an easy-to-use solution that enables providers to capture charges as they are seeing patients to improve coding accuracy and mitigate downstream errors. Bignall says, "In terms of man-hours alone, the ability to download a spreadsheet that we can then key into our billing software to send off claims has been absolutely huge. Even after charge entry, we've been able to work out a program that allows our billing systems to be compared to that spreadsheet automatically, so now we've cut out time, not only on the charge entry process, but also on the charge checking process before claims are submitted."

Charge Capture makes everyone more productive because everything is captured within the software and stored in a HIPAA-compliant cloud. Providers can quickly record charges at the point of care, which ensures accuracy from the start. Express Medical Billing uses that data to validate its accuracy and create reports as needed to keep providers on track. Bignall says implementation is seamless: She simply enters

information about the facility and type of business and asks the provider to create a favorites list of its preferred CPT and ICD-10 codes. Bignall uses that information to set up the database, then all providers have to do is download the app and start using Charge Capture. Bignall also appreciates the MDMessage feature, a HIPAA-compliant communication tool within the app that allows her to communicate with internal teams when issues arise. She says, "We really appreciate all the features as far as accuracy, ease of use, and allowing us to get the work done in a way that benefits both us and the client."

Key Takeaways

- ✓ **Easy-to-use provider app with simple setup**
- ✓ **Point-of-care provider-coding on any mobile device**
- ✓ **Ability to "favorite" CPT and ICD-10 codes**
- ✓ **Generates weekly or monthly reports**
- ✓ **Responsive customer support**

Results

With MDTech's Charge Capture solution, Express Medical Billing can offer its clients unmatched levels of accuracy and efficiency without adding complexity to the charge capture process. Clients rarely send them indecipherable paperwork anymore because it is so easy for them to capture charges and notes at the point of care. Knowing that the data they are working with is accurate and easy to process helps Express Medical Billing keep its rates low and maintain transparency at every step. They are even able to generate weekly reports of which patients have been seen and on which days so clients are able to organize their days more effectively.

Key Takeaways

- ✓ **Increased accuracy and efficiency**
- ✓ **Improved financials**
- ✓ **Enhanced client and patient satisfaction**

"We've optimized the use of Charge Capture so much, we've listed 'Charge Capture' as our first option under Billing Submission Choices in our New Client paperwork, just because of the time we save using it."

- **Debbie Bignall**
Director of Risk Management
Express Medical Billing